



ROYAL GIBRALTAR POST OFFICE COMPLAINTS PROCEDURE

The Royal Gibraltar Post Office (RGPO) has a complaints procedure that enables service users to make complaints easily.

STAGE ONE

If you feel dissatisfied with a service you have received from the RGPO, you should first try to explain your complaint directly and informally to the person you have been in contact with, if they are unable to resolve the issue the matter may be escalated to the staff member's direct Line Manager.

The Line Manager will, in liaising with our Customer Care Advisors, consider your complaint and, if possible, resolve the issues that you have raised. If you are not satisfied or he/she is unable to deal with your complaint they will give you the name and contact details of the Director of Postal Services for you to pursue your complaint formally and in writing.

STAGE TWO

You may complete a Complaint Form, available from our website www.post.gi or from any of the RGPO counters. Alternatively, you may submit your complaint in letter format to the Director of Postal Services at the following address:

*Director of Postal Services
Royal Gibraltar Post Office
104 Main Street
Gibraltar, GX11 1AA*

Or

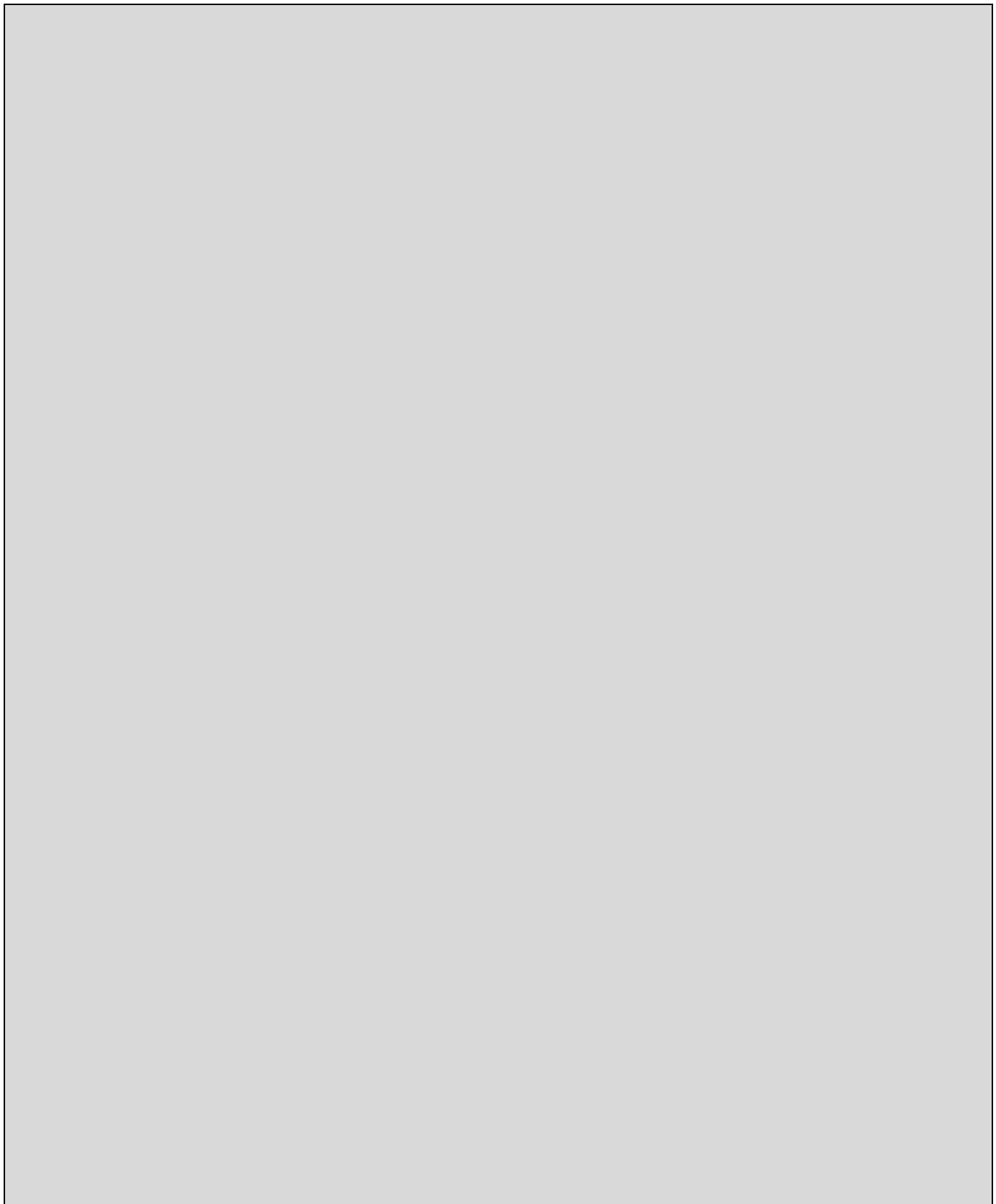
Email: cco@post.gi

In order to investigate a complaint, we will be relying on the information provided by the complainant, along with any information that we may already hold. Therefore, please ensure to provide as much information as possible, so that the relevant Senior Managers may follow up your complaint.

On completion of the investigation, a written reply will be sent. Our target for replying to formal complaints at this stage of the procedure is 20 working days from the date of receipt. If it is not possible to give you a full reply within this time, we will send you an interim acknowledgement, telling you what is being done to deal with your complaint, and when you can expect a full reply.

STAGE THREE

In cases where the complainant does not accept the outcome achieved by the RGPO as a result of following its complaints procedure, the complainant should be advised of alternative options open to them. These include approaching the Office of the Ombudsman.



SECTION 3 - Signature of Complainant

Signature:

Date:

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